

**[www.swns.bt.com/pls/mbe](https://www.swns.bt.com/pls/mbe) ← Click Link**

'Maps by Email' is BT Openreach's own online enquiry system, for all enquiries relating to BT's apparatus.

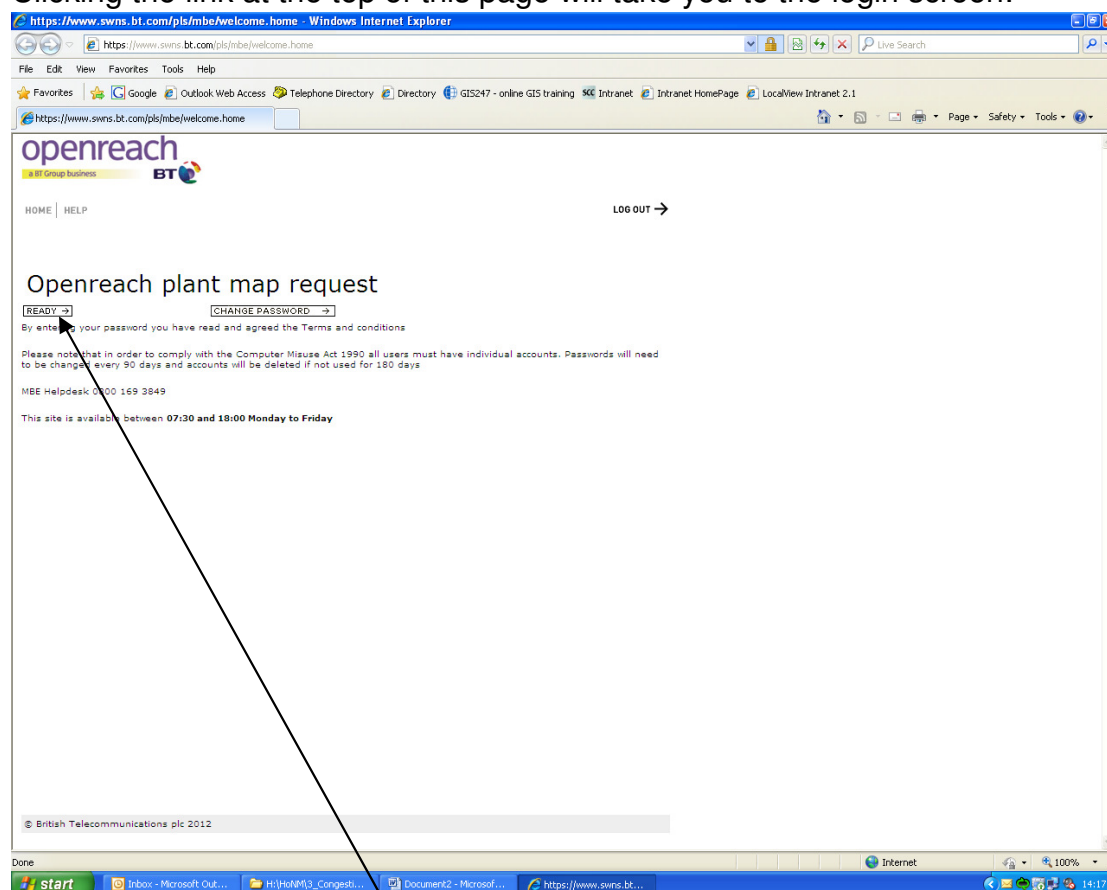
If you are a new user you will need to register, to do this you will need to send an email to [stoke.incoming.notices@openreach.co.uk](mailto:stoke.incoming.notices@openreach.co.uk) and request access to this service. Alternatively you can fill in the application form on their website: <http://www.openreach.co.uk/orpg/home/network/locatingournetwork/mapbyemail/mapbyemail.do>.

Please note: Utilities and authorities can use this service free of charge, if you do not fall into either of these categories there is an annual charge for this service.

## User Guide

The following guide will show you how to use the website's enquiry system:

Clicking the link at the top of this page will take you to the login screen:



## Making an enquiry

Once you have requested access Openreach will send you a username and password via email. You can then use these to login at the above screen by clicking on 'Ready'.

You will then be presented with a screen asking you to confirm usage of the website, click 'Yes' to confirm and continue.

This enquiry page will then be displayed:



openreach  
a BT Group business BT

HOME | HELP LOG OUT →

**Current System Status:**

Map Request Details

E-Mail Address: jake.hibbs@staffordshire.gov.uk

Boundary 500m

If boundaries over 500m are required, please contact the National Notice Handling Centre 0800 1693849

☒ Postcode  
Postcode

☐ or OS Grid Co-ords

☐ or Map Reference  
Map Reference

The first item that is displayed is the email address to which you will receive apparatus plans. Then you will need to select the area that you want the map to cover, the options are 100m, 250m or 500m. Lastly, you have the option of how you want specify the area of the desired plan; you can either enter a postcode, OS grid co-ordinates (eastings, northings) or a map reference.

Once you are happy with your selection click 'submit'. Your enquiry will be sent and you will promptly receive a map response via email.